

Fig. 1 (Prior Art)

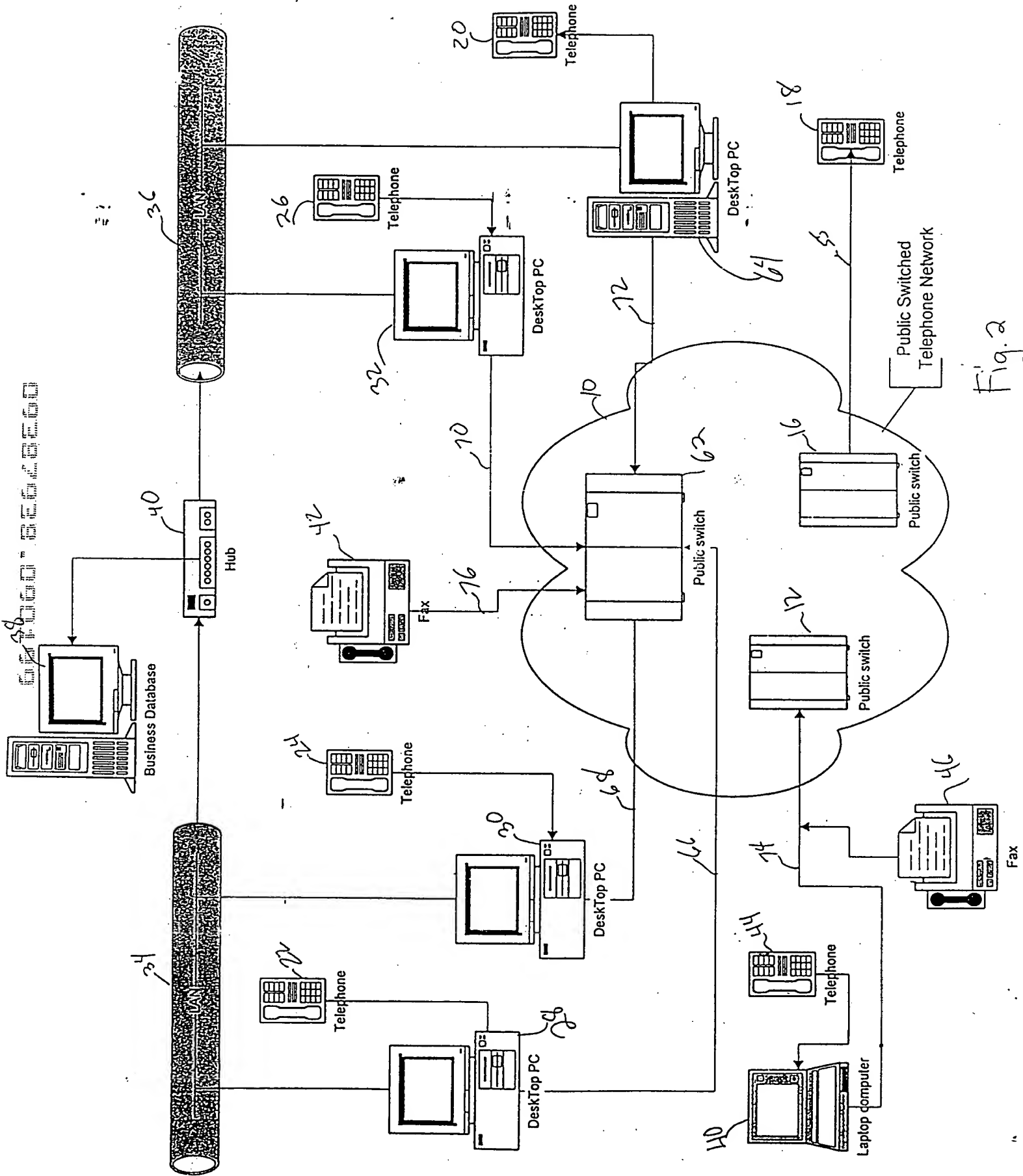


Fig. 2

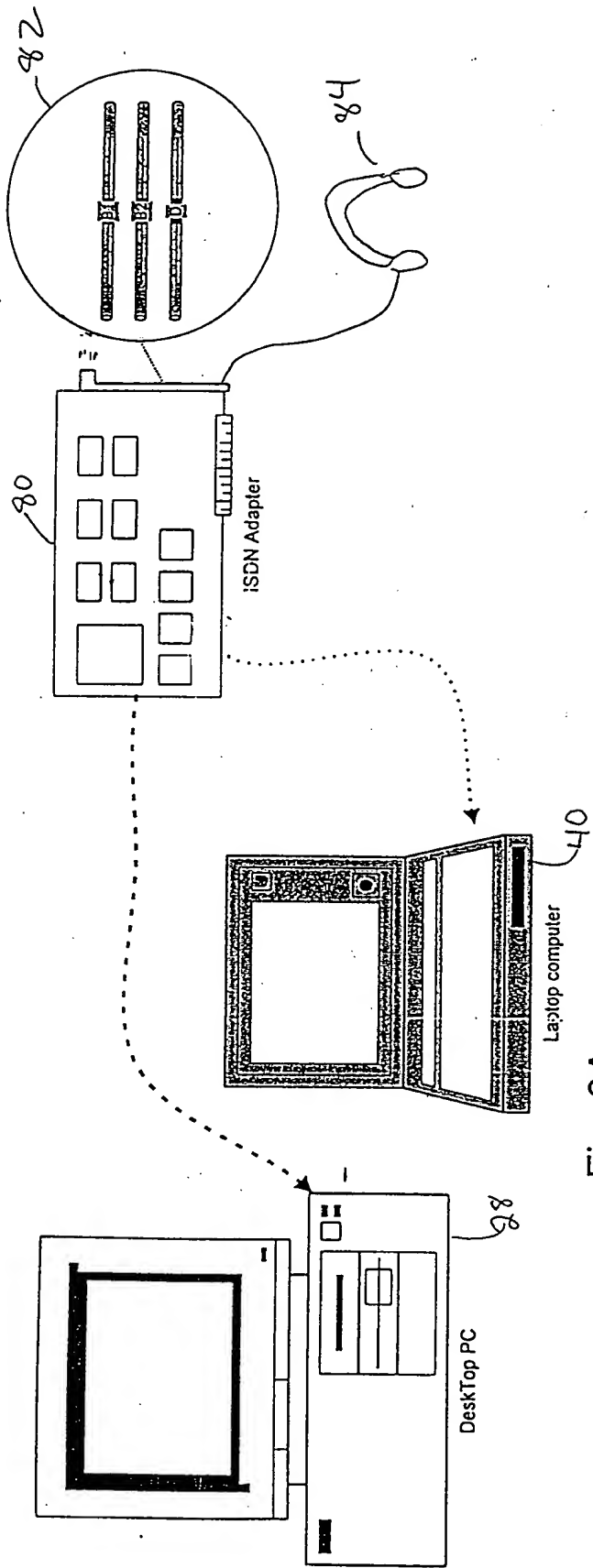


Fig. 3A

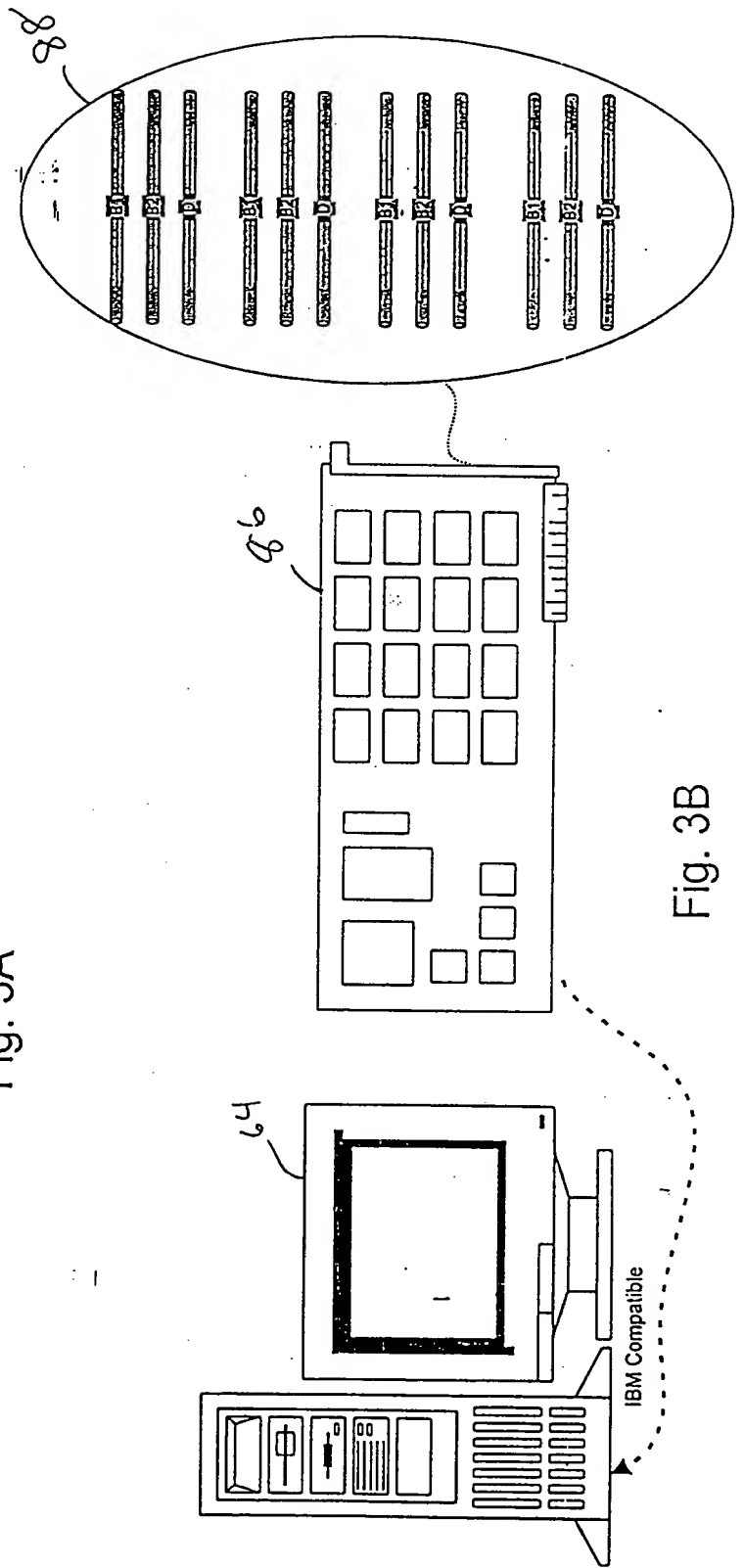


Fig. 3B

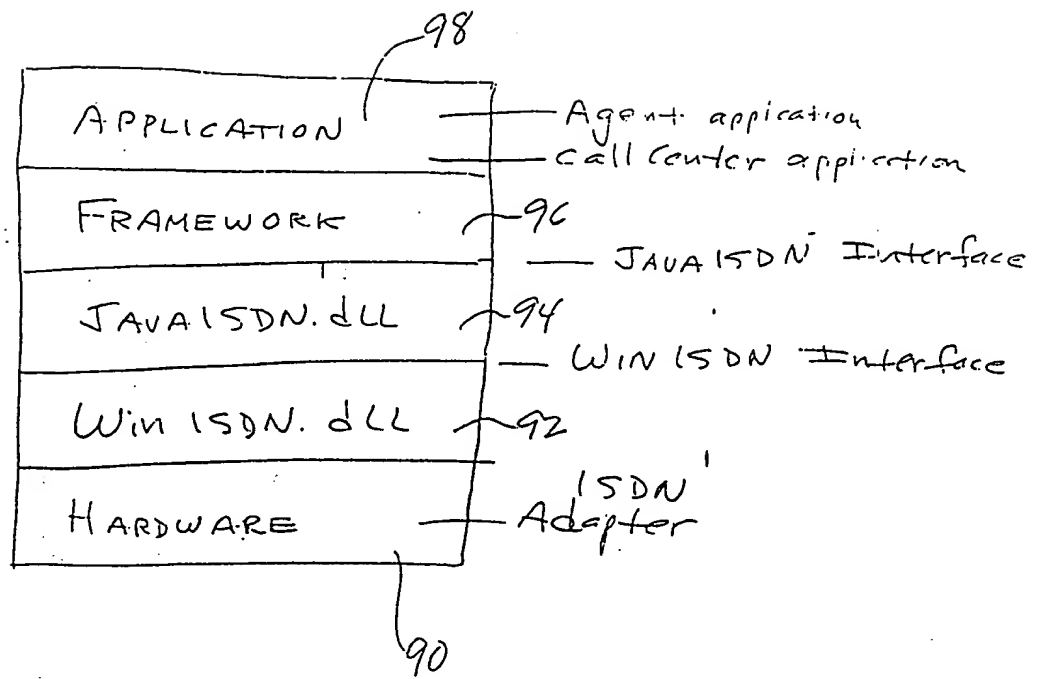


Fig. 4

APPLICATION

98

96

CALL OBJECT

Method 1() ... Method N()

CALL MANAGER

100

104

102

106

DEPT DATA BASE

108

Fig. 5

661060 86603500

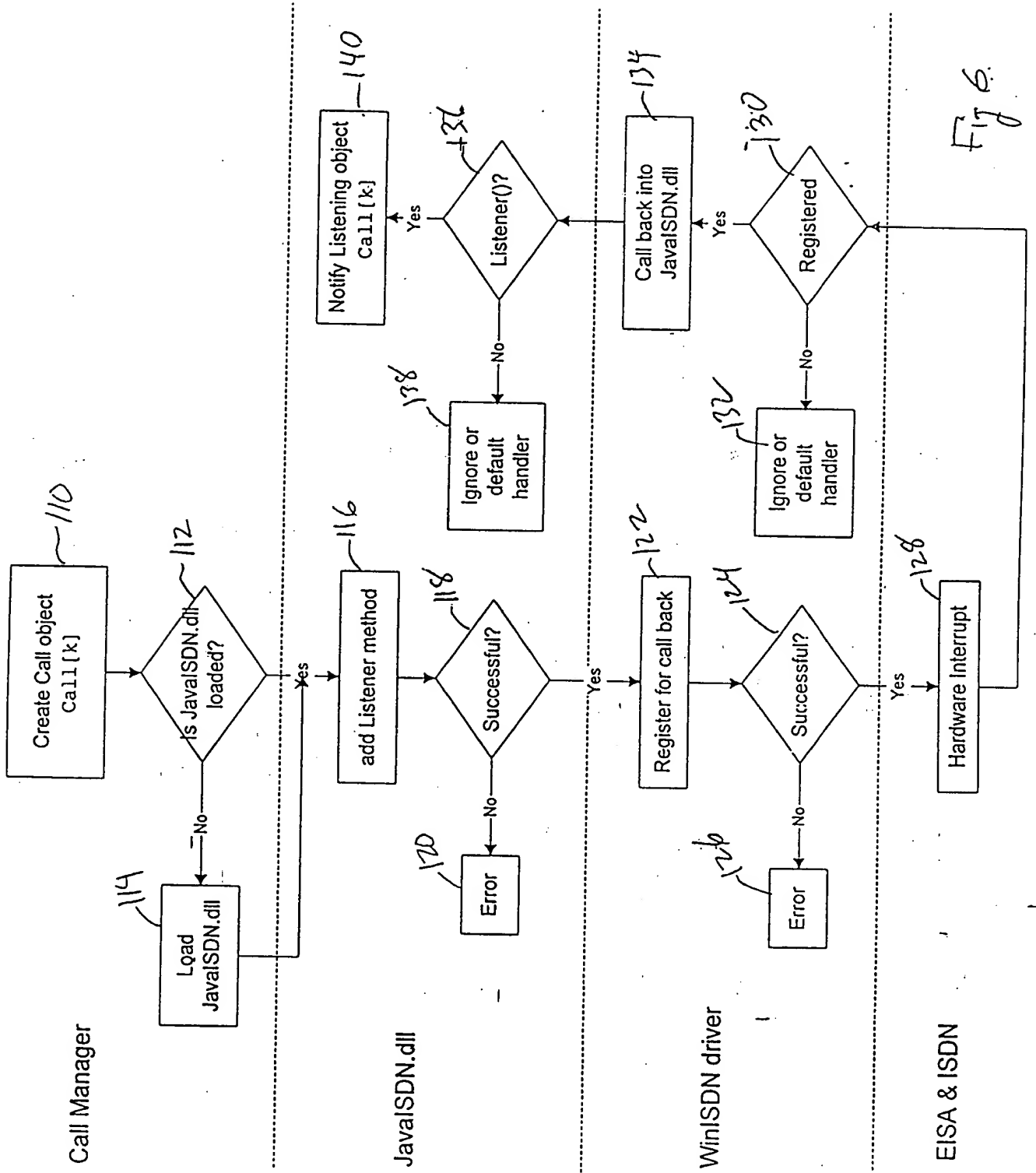


Fig 6.

150 152 154 156 158 160 162

Menu Item	Next Menu	Next Dept	Voice Mail	Transfer to	Directory #	Agent Status
Oper		Oper		Oper	33	✓
Sales	test.spl	Sales				X
Tech	main.spl	Tech		Eddie	97671111	✓
Acct	Acct.au	Acct	test.spl			X
Ship			mail.spl			X

Table 1

Menu Item	Next Menu	Next Dept	Voice Mail	Transfer to	Directory #	Agent Status
Domestic		Oper		Karen	41	X
International	main.spl	Main				X
OEM	test.spl	OEM			97671111	✓
						X
						X

Table 2

Fig. 7

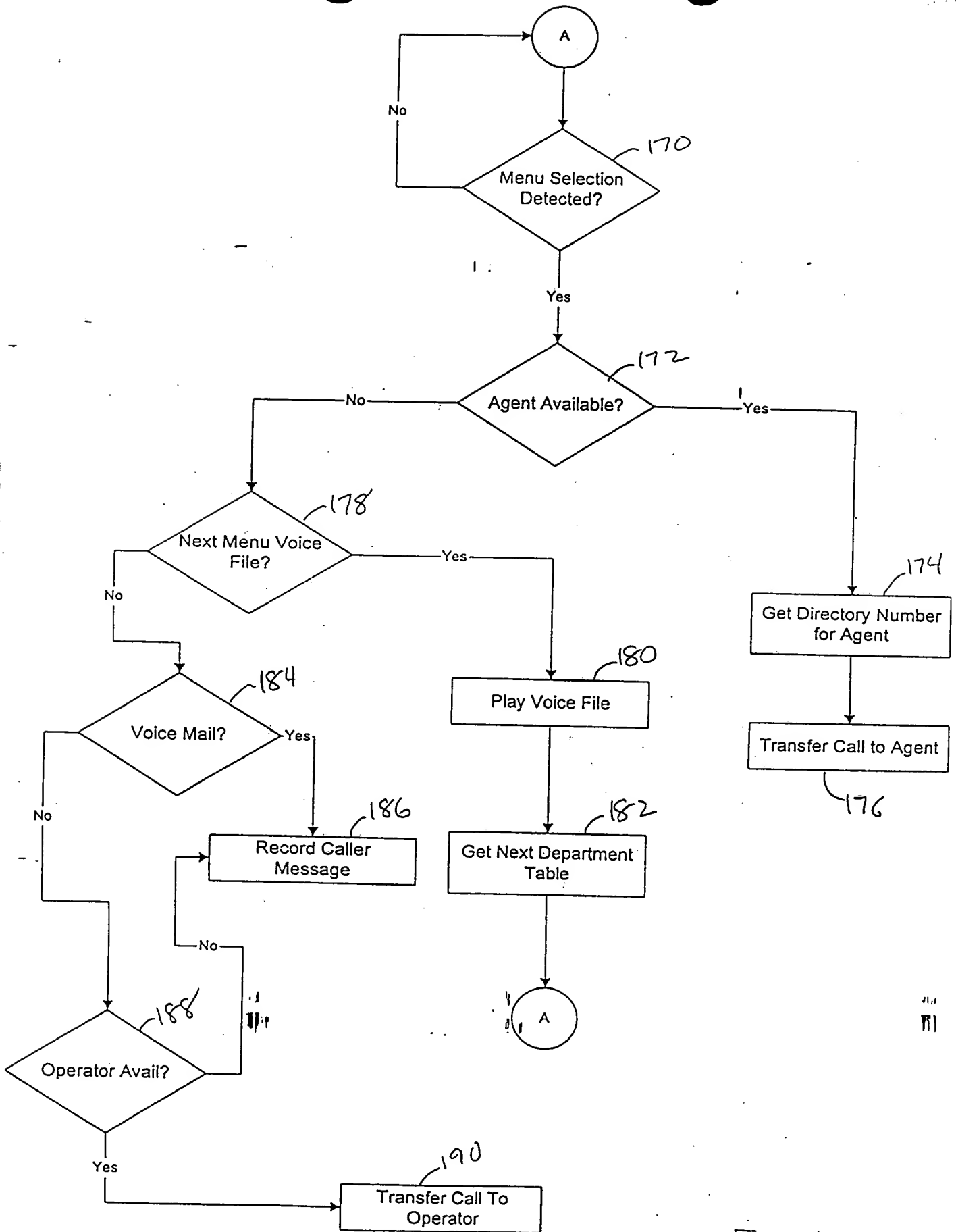


Fig. 8



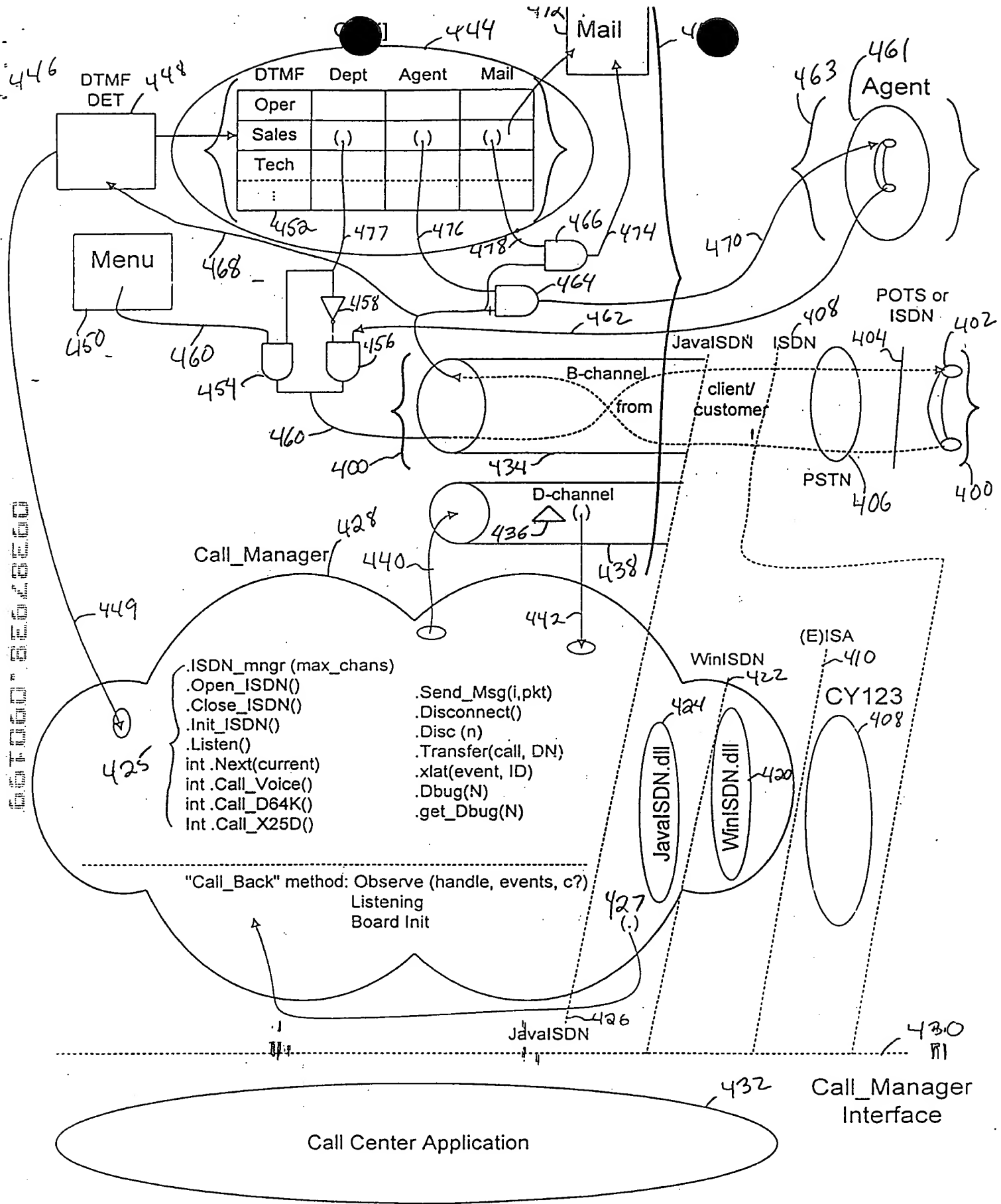


Fig. 9

667063 00020000

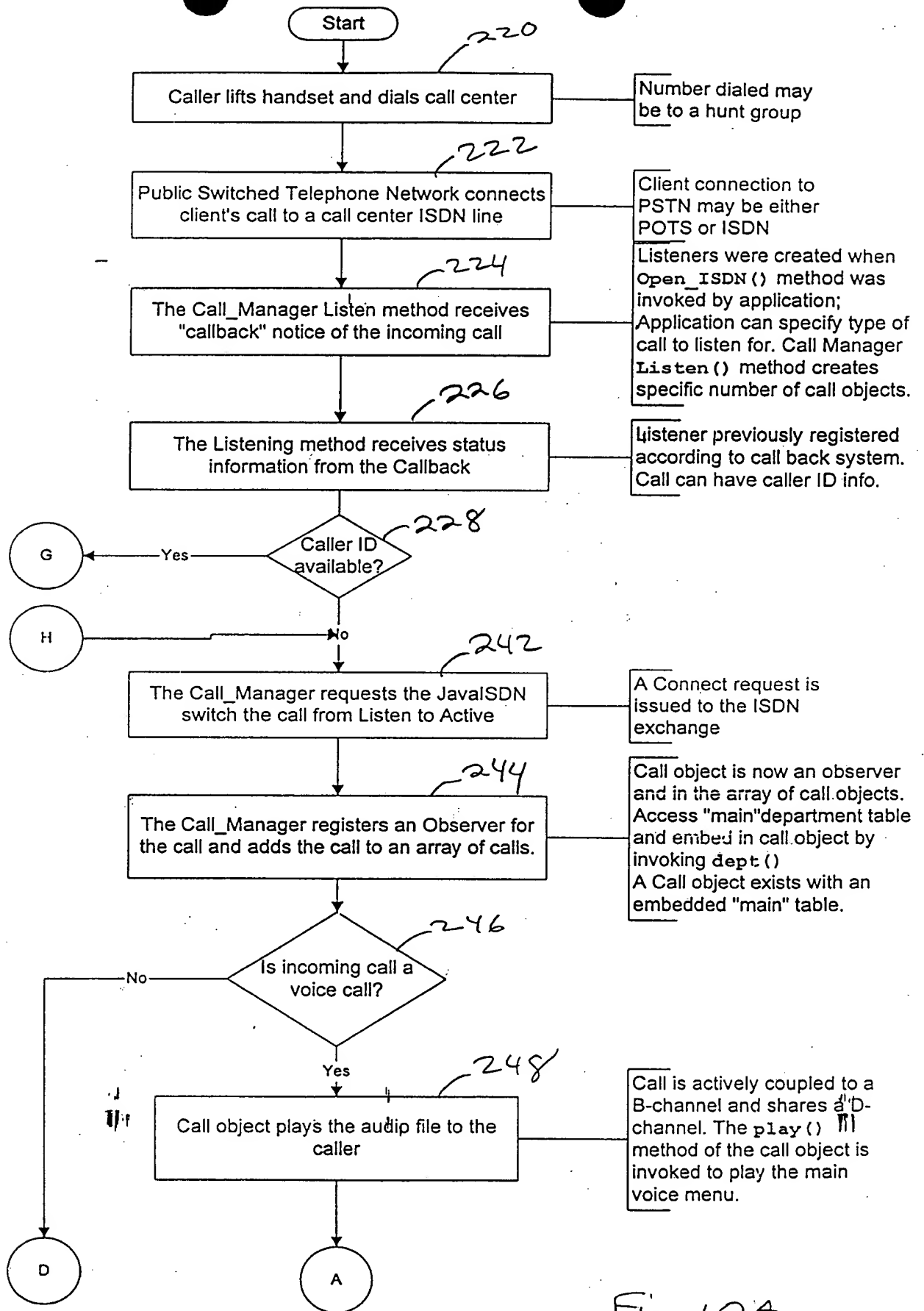


Fig. 10A

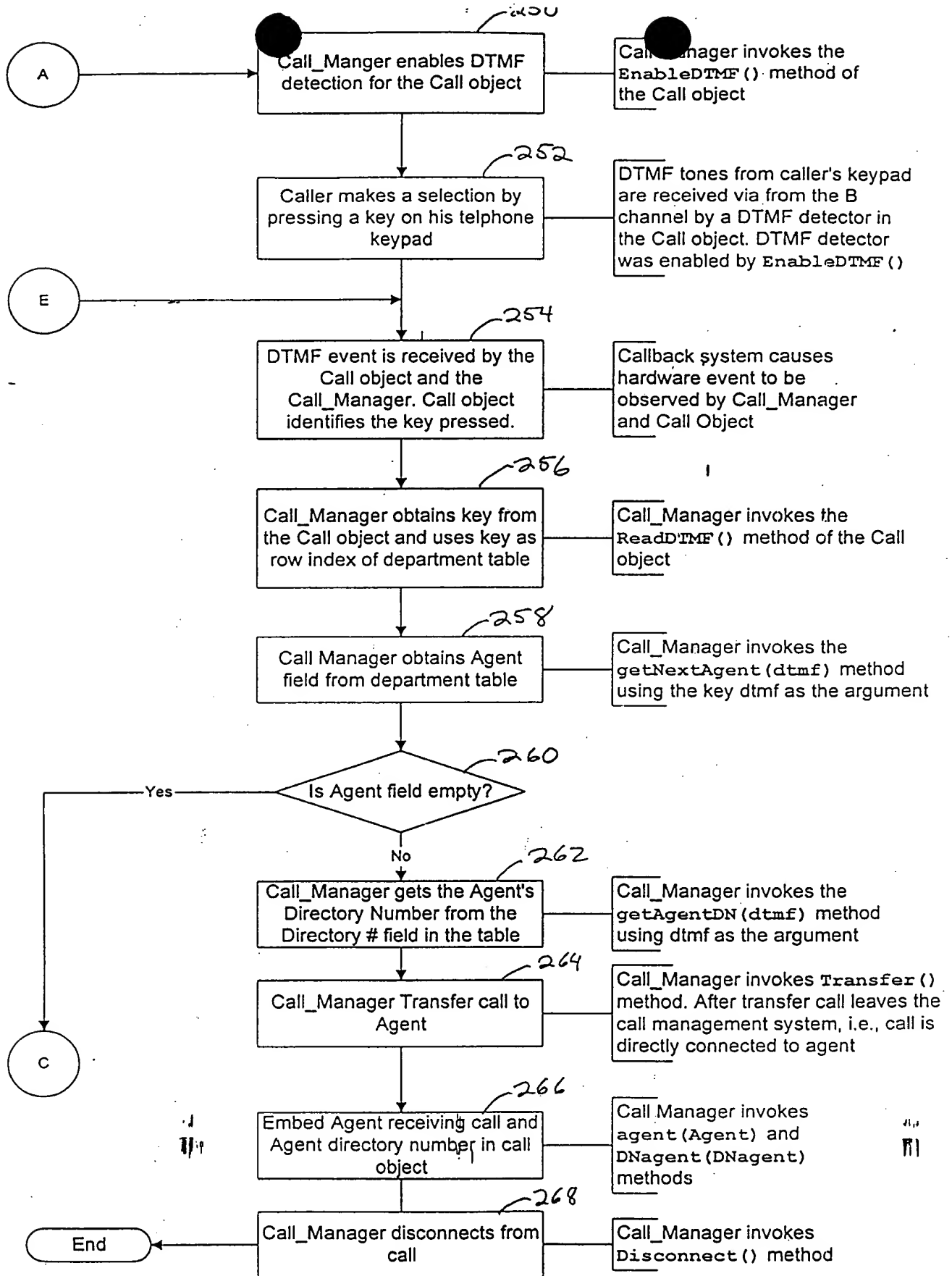


Fig. 10B

667060" 02042500

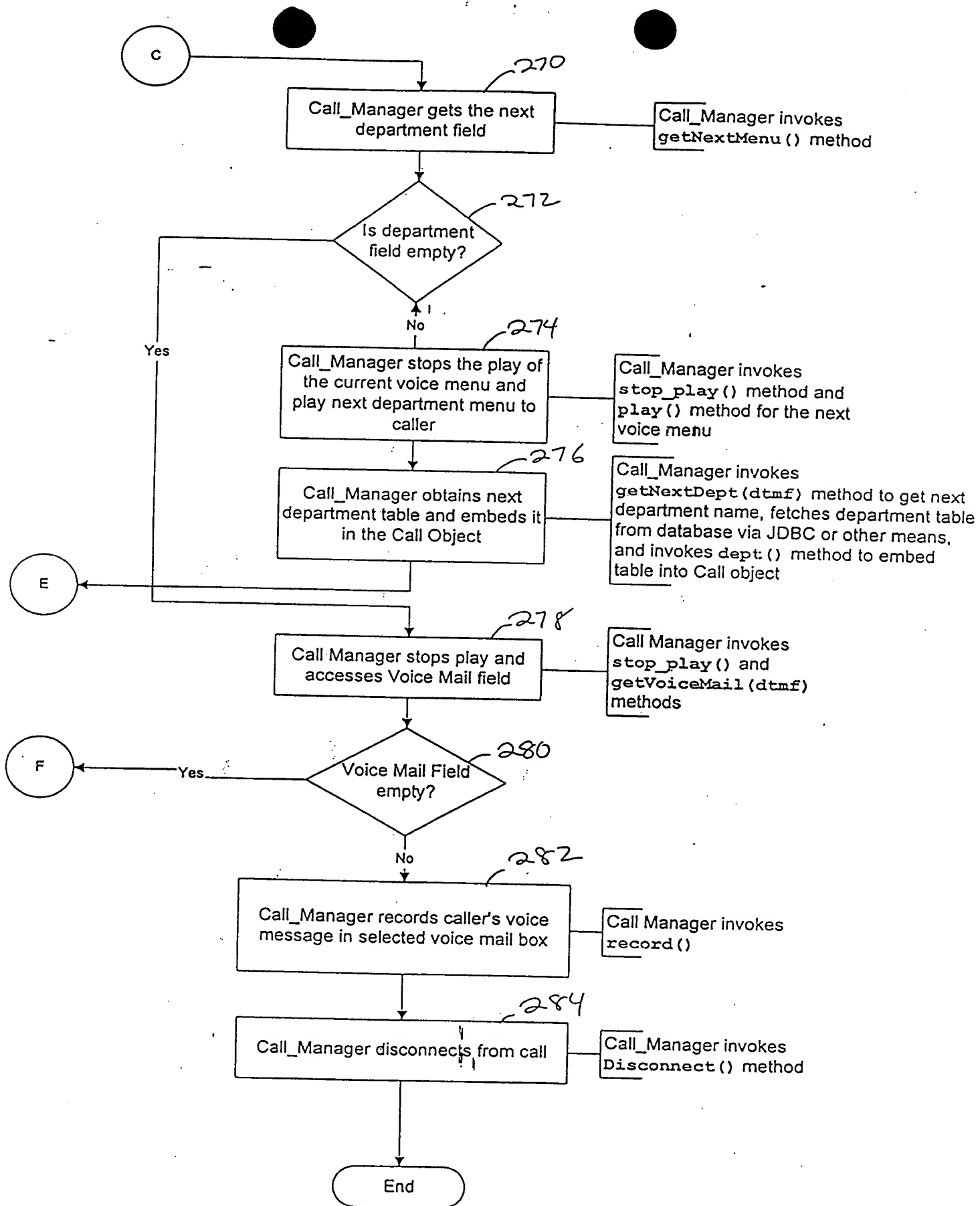


Fig. 10c

667000 8602860

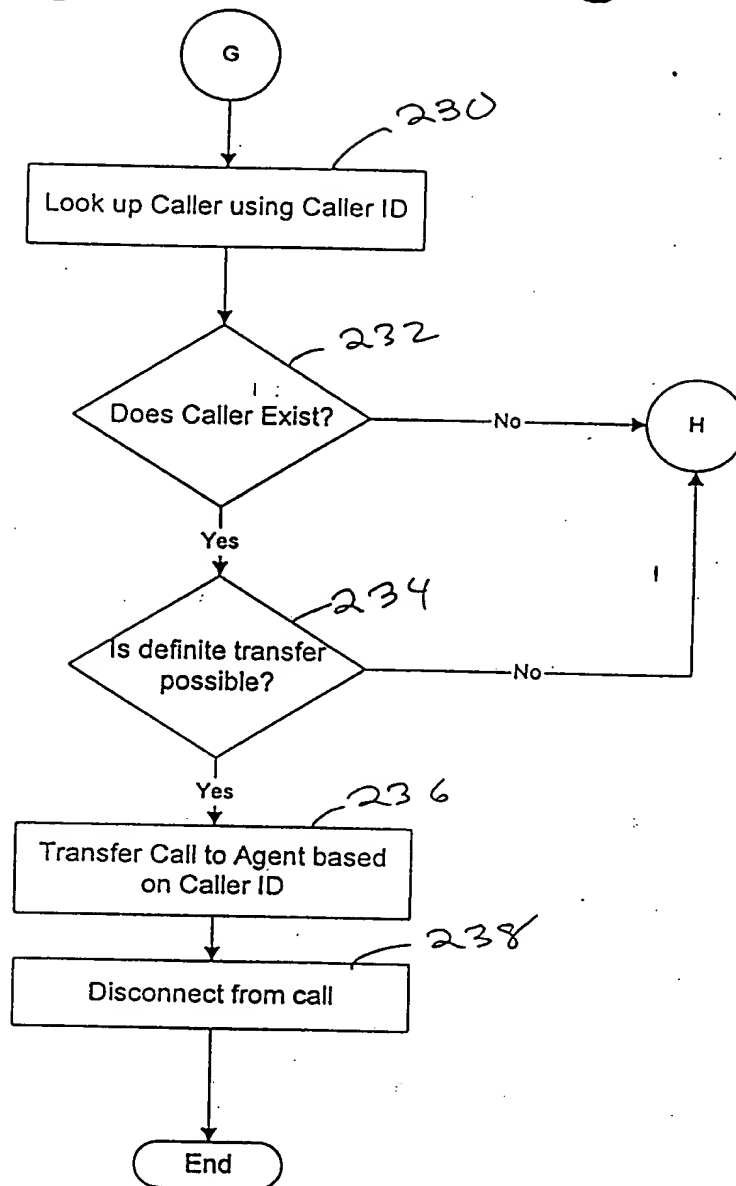


Fig. 10D

# COFFEE

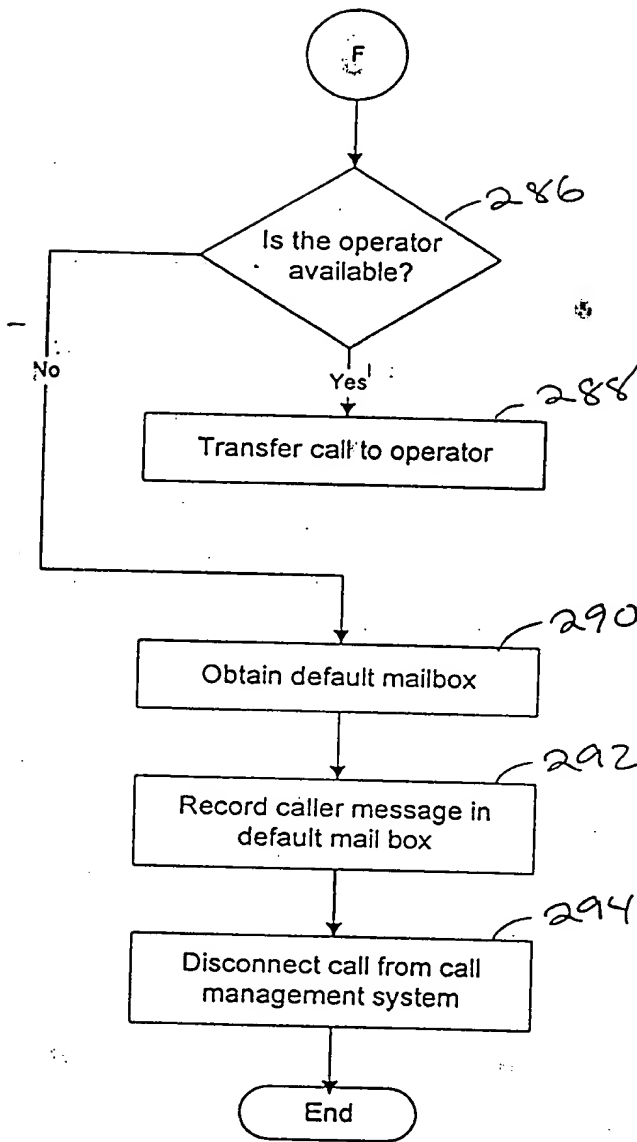


Fig. 10E

```
public void Listen()
{
    for( int n = 0; n < max, n++ )
    {
        if ( Caller[n] == 0 )      // array of handles
        {
            Call[n]= new ISDNcall();

            Listener[n]= Call[n].Listen( Call_mask );
        }
    }
}
```

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Fig 11A

```

thisDept = Call[n].dept;
Agent = thisDept.getNextAgent( dtmf );
if( Agent != null )
{
    // transfer call to Agent

    DNagent = thisDept.getAgentDN( dtmf );
    Xfer_ret = Call[n].Transfer();    // begin transfer

    if( Xfer_ret == 0 )        // success
    {
        Call[n].agent( Agent );

        Call[n].DNagent( DNagent );

    } else { // failed attempt to transfer call to Agent }
} else { // no Agent available or appropriate

```

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```

// no Agent available or appropriate

    dtmenu = thisDept.getNextMenu( dtmf );
    Call[n].stop_play();    // stop playing voice menu

    if( dtmenu != null )
    {
        menuLink = ISDNmenu.open( dtmenu );

        if( menuLink != null )
        {
            Call[n].play( menuLink );

        } else { // no menu avail }

    } else { // no voice menu avail }

    ///
    /// Now update the embedded department table:
    ///
    Deptname = thisDept.getNextDept( dtmf );

    if( Deptname != null )
    {
        Department[n] = DeptTables.xlat( Deptname );

        // -- Now embed next department model in Call[n]

        Call[n].dept( Tmodel[ Department[n] ] );

    }

} else { //no agent avail, no next menu!

```

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Fig. 11B



```
//  
// no agent avail, no next menu!  
//  
    Call[n].stop_play();  
  
    MailFile = thisDept.getVoiceMail( dtmf );  
  
    saveLink = ISDNmenu.Open( MailFile );  
  
    if( saveLink != null )  
    {  
        Call[n].record( saveLink );  
    } else { // no agent, no menu, no mail  
        // switch to default voice mail  
    }  
}
```

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